**Task C checklist**

**Assess the role of effective communication and interpersonal interaction in Health and Social Care with reference to theories of communication.**

You will do this on two case studies we have looked at – Mary and Melanie and Pinewoods Day Centre meeting.

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| **Section** | **Parts** | **Yes – Peer check** | **Yes – Self check** |
| **Mary and Melanie** | What are the strengths of Argyle’s theory – does it fit well with the case study? |  |  |
| What are the weaknesses? |  |  |
| What could go wrong in the communication at each stage of the cycle? |  |  |
| What impact could this have on both Mary and Melanie? |  |  |
| How could knowledge of the Communication cycle prevent this from happening? |  |  |
| Why might knowledge of the cycle not prevent all miscommunication from happening in Health and Social Care contexts? |  |  |
| Impact of good communication in building trusting relationships, building self-esteem and providing support. |  |  |
| **Pinewoods Day Centre** | What are the strengths of Tuckman’s theory – does it fit well with the case study? |  |  |
| What are the weaknesses? |  |  |
| What could go wrong? |  |  |
| What impact would this have:  On the team?  On their service users? |  |  |
| How professionals use communication to assess, plan, reflect and share information. |  |  |
| **Conclusion** | Drawn a good conclusion:   * Summarise your points so far * No new points * For each case study, which theory works best? Why? |  |  |
| **Throughout this task - assessed** | Explain each part above fully |  |  |
| Given both strengths and weaknesses of each theory for the case studies. |  |  |
| Related both to the two theories: |  |  |
| * Argyle’s Communication cycle |  |  |
| * Tuckman’s Group formation theory |  |  |
| Referenced your work |  |  |